Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
	High	**Low**	**FCR Total**
Community and Culture	1 1	89 32	90 33
Customer Company Total	1 1	89 32	90 33

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Community and Culture	1 0	89 20	90 20
Customer Company Total	1 0	89 20	90 20

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number -Average time in hours**		
	High	**Low**	**ATTIR Total**
Community and Culture	1 0.00	89 1.25	90 1.24
Customer Company Total	1 0.00	89 1.25	90 1.24

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Community and Culture	1 0	89 10	90 10
Customer Company Total	1 0	89 10	90 10

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
	High	**Low**	**ATTR Total**
Community and Culture	1 0.00	89 3.41	90 3.37
Customer Company Total	1 0.00	89 3.41	90 3.37

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Detail

INC000000322739	Jim Dykman	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.22
Voice Operations		Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000323726	Debbie Reese	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323941	Sanobi Johnson	Application	Reporting	Microsoft Word		TIR Missed: Yes	TIR:	2.54
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	2.54
INC000000323973	Laura Durham	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000324005	Kathy Kirtz	Application	None	Adobe Acrobat		TIR Missed: Yes	TIR:	1.90
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.90
INC000000324076	Kimbal Hale	Application	None	None		TIR Missed: Yes	TIR:	1.03
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.03
INC000000324095	Doug Misner	Application	Error	None		TIR Missed: Yes	TIR:	32.85
Metro B Desktop Support		Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	32.85
INC000000324360	Jolet Olsen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Community and Culture	High	Closed	TTR Missed: No	TTR:	0.00
INC000000324474	Jonathan Hardy	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000324513	Kirsten Darrington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.07
Metro B Desktop Support		Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	38.72
INC000000324634	Anna Boulton	Application	Error	Contribute		TIR Missed: Yes	TIR:	8.28
Application Support		Yong Hui No	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	65.63
INC000000324635	Sheryl Featherstone	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.11
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000324789	Serafi Auvaa	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	3.56
Metro A Desktop Support		Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.56
INC000000325042	Kathy Kirtz	None	None	None		TIR Missed: No	TIR:	0.00
Campus Networking		David Sedei	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000325601	Jolet Olsen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000325732	Sharon Chalmers	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000325987	Diana Miller	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000326674	Linda Roholt	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326913	Sara Wever	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.28
	Metro D North Desktop Support	Kathleen Gill	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.48
INC000000326928	Kathy Kirtz	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000326942	Jolet Olsen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000327066	Jolet Olsen	Network	Performance	None		TIR Missed: Yes	TIR:	2.92
	Campus Networking	Charmaine Malan	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	2.92
INC000000327133	Alycia Aldrich	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.07
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000327279	Cory Jensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.27
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	19.33
INC000000327513	Lila Abersold	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000328338	Sandra Andrus	Telecom	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000328718	Becky Lopshire	None	None	None		TIR Missed: Yes	TIR:	1.30
	Rural South Desktop Support	Doug Chaston	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.30
INC000000328801	Kathy Kirtz	Application	None	Action Request System		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000328835	Kathy Kirtz	Application	None	None		TIR Missed: No	TIR:	0.34
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000329110	Ryan Major	Network	Password	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329340	Ryan Major	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329770	Debbie Reese	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000329906	Julie A Anderson	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.19
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.39

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INC000000330113	Arie Leeflang	Application	Error	None		TIR Missed: No	TIR:	0.44
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000330176	Brian Richards	Network	None	None		TIR Missed: No	TIR:	0.50
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000330852	Margaret Hunt	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330964	Ronald Van Harten	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.07
INC000000331656	Roxanne Graham	Server	None	None		TIR Missed: Yes	TIR:	5.09
	Security	Sharon Smith	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	27.97
INC000000331808	Lisa F Nelson	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.49
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.81
INC000000331966	Leah Garrett	Telecom	None	None		TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000332315	Lynette Lloyd	PC/Laptop	None	None		TIR Missed: No	TIR:	0.38
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000332343	Kathy Kirtz	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332515	Londi Rowley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.64
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.22
INC000000332807	Diana Walker	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332920	Susan Hayward	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332998	Kristen Rogers-Iversen	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333002	Kristen Rogers-Iversen	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Network Operations	Kelli Okumura	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333364	Margaret Hunt	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000333377	Kristen Rogers-Iversen	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000333821	Yvette Rhodes	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	2.00

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Incident	User	Category	Type	Product		TIR Missed	TIR
INC000000334071	Janice Reed-Campbell	Application	None	Symantec AntiVirus		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.53
INC000000334122	Samantha Eldridge	None	None	None		TIR Missed: Yes	TIR: 8.77
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 8.77
INC000000334220	Susan Hayward	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000334228	Kent Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.18
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.22
INC000000334375	Kelly K Anderson	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.80
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.09
INC000000335082	Kelly K Anderson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.05
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.42
INC000000335194	Kent Powell	Network	Password	None		TIR Missed: No	TIR: 0.25
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000335226	Kimbal Hale	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR: 3.15
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.15
INC000000335844	Susan Hayward	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.39
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000335934	Kirsten Darrington	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000336658	Silvia Castro	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.54
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.54
INC000000336792	Janice Reed-Campbell	PC/Laptop	None	None		TIR Missed: Yes	TIR: 1.30
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.13
INC000000337008	Sheryl Featherstone	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000337109	Sheryl Featherstone	Application	Error	Contribute		TIR Missed: Yes	TIR: 2.94
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.94
INC000000337134	Sheryl Featherstone	PC/Laptop	None	None		TIR Missed: No	TIR: 0.07
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000337135	Yvette Rhodes	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 2.09
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.09
INC000000337629	Sheryl Featherstone	Application	Error	Adobe Contribute		TIR Missed: Yes	TIR: 2.27
	Application Support	Michael Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.27

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Incident	Requester / Group	Type	Category	Sub	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000337887	Jean Irwin	Network	Error	None		Yes	8.14		
	Metro B Desktop Support / Cindy Reed	Community and Culture	Low	Resolved				Yes	8.14
INC000000338036	Janice Reed-Campbell	PC/Laptop	Hardware	None		Yes	5.75		
	Metro B Desktop Support / Cindy Reed	Community and Culture	Low	Resolved				Yes	7.61
INC000000338181	Sharon Chalmers	PC/Laptop	Hardware	None		No	0.34		
	Metro B Desktop Support / Torri Randa	Community and Culture	Low	Resolved				Yes	7.17
INC000000338193	Paula Stuart	None	None	None		No	0.29		
	Metro B Hosting / Paul Engberson	Community and Culture	Low	Resolved				No	
INC000000338193	Paula Stuart	None	None	None		No	0.00		
	Metro B Hosting / Paul Engberson	Community and Culture	Low	Resolved				No	
INC000000338251	Janice Reed-Campbell	PC/Laptop	None	None		No	0.07		
	Metro B Desktop Support / Cindy Reed	Community and Culture	Low	Resolved				Yes	8.73
INC000000338412	Darci Card	None	None	None		No	0.00		
	Metro B Help Desk / Val Shepherd	Community and Culture	Low	Resolved				No	0.01
INC000000338413	Claudia Borjas	Network	Error	Novell Client for 32-bit Windows		No	0.00		
	Help Desk / Brenda Treadway	Community and Culture	Low	Resolved				No	
INC000000338465	Sarah Pitkin	Network	Performance	None		No	0.00		
	Metro B Help Desk / Gary Graham	Community and Culture	Low	Resolved				No	0.25
INC000000338550	Linda Roholt	None	None	None		No	0.00		
	Metro B Help Desk / Val Shepherd	Community and Culture	Low	Resolved				No	0.00
INC000000338560	Brenda Brown	Application	Error	Microsoft Excel		No	0.02		
	Metro A Desktop Support / Burton Brown	Community and Culture	Low	Resolved				No	0.55
INC000000338576	Kathy Kirtz	Mobile Devices	Error	Novell GroupWise		No	0.00		
	Metro B Help Desk / Gary Graham	Community and Culture	Low	Resolved				No	0.82
INC000000338630	Cory Jensen	PC/Laptop	Hardware	None		Yes	5.06		
	Metro B Desktop Support / Cindy Reed	Community and Culture	Low	Resolved				No	5.06
INC000000338704	Sharon Chalmers	Print/Copy/Scan/Fax	None	None		No	0.00		
	Metro B Help Desk / Janet Hongsyvilay	Community and Culture	Low	Resolved				No	0.05
INC000000338802	Janice Reed-Campbell	None	None	None		Yes	3.63		
	Metro B Desktop Support / Cindy Reed	Community and Culture	Low	Resolved				No	3.63
INC000000338835	Vicki Allison	Application	Password	Utah Master Directory		No	0.10		
	Help Desk / James Stearns	Community and Culture	Low	Resolved				No	0.10
INC000000338878	Debbie Reese	Print/Copy/Scan/Fax	Error Code	None		No	0.00		
	Metro B Desktop Support / Torri Randa	Community and Culture	Low	Resolved				No	0.00